

Notice of References Cited	Application/Control No. 10/617,261		Applicant(s)/Patent Under Reexamination IKEZAWA ET AL.	
	Examiner SCOTT L. JARRETT		Art Unit 3623	Page 1 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,067,525	05-2000	Johnson et al.	705/10
*	B	US-6,871,195	03-2005	Ryan et al.	706/46
*	C	US-7,016,859	03-2006	Whitesage, Michael D.	705/8
*	D	US-7,158,628	01-2007	McConnell et al.	379/265.02
*	E	US-7,216,087	05-2007	Thompson et al.	705/10
*	F	US-7,222,086	05-2007	Huffman, Jackie L.	705/11
*	G	US-2001/0032140	10-2001	Hoffman, Roger P.	705/26
*	H	US-2002/0077998	06-2002	Andrews et al.	707/1
*	I	US-2004/0102982	05-2004	Reid et al.	705/001
*	J	US-2004/0102926	05-2004	Adendorff et al.	702/182
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)			
	U	Cunliffe, Alison, Super systems capture expertise of the specialist Toronto Star, November 2, 1986			
	V	Vasko, Francis J. et al., A Multipe-attribute based Expert Support System for Customer/Order Evaluation Journal of Operational Research Scoiety, Vol. 41, No. 11, 1990			
	W	Negrino, Tom, Sales-Automation Software Macworld, Vol. 10, No. 10, 1993			
	X	Dulaney, Ken, The automated sales force American Demographics, October 1996			

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 10/617,261		Applicant(s)/Patent Under Reexamination IKEZAWA ET AL.	
	Examiner SCOTT L. JARRETT		Art Unit 3623	Page 2 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Weber, Mary Margaret et al., Process improvement through marketing variance analysis The Journal of Business & Industrial Marketing, Vol. 12, No. 2, 1997
	V	Alban, Oscar, Customer interaction monitoring: your key to measuring service performance Australian Banking & Finance, Vol. 10, No. 6, April 2001
	W	Rosati, Marlene et al., Measuring the Reality of the Customer Experience Customer Inter@ction Solutions, Vol. 20, No. 11, May 2002
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.